



Questions? Go to ncmedicaidplans.gov.
Or call us at **1-833-870-5500** (TTY: 1-833-870-5588),
7 a.m. to 5 p.m., Monday through Saturday. We can
speak with you in other languages.

**NOTICE TO NC MEDICAID DIRECT BENEFICIARY WHO MAY CHOOSE A HEALTH PLAN
OR STAY IN NC MEDICAID DIRECT**
NC Medicaid 20190531 v1.0

Patricia A. Jones
17 Main Street
Raleigh, NC 27603

June 28, 2019

Dear Patricia A. Jones:

You have choices

The people below now have NC Medicaid Direct. You can change the way you get health care services at any time.

If you chose a primary care provider (PCP), your PCP is listed below. There are more choices for Patricia A. Jones because [\[reason\]](#).

Name / ID Number	Health Care Services / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones XXX-XX-XXXX	NC Medicaid Direct November 1, 2019 1-888-245-0179	Dr. Betty Phillips 101 Blair Street Raleigh NC 27699 919-855-6200

More on back ►

MEDICAID EB EXEM MCE1 ENG 190508

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

Do you want to stay in NC Medicaid Direct?

- To stay in NC Medicaid Direct, you do not have to do anything.
- Or, you can change to NC Medicaid Managed Care. Your behavioral health coverage may be different in NC Medicaid Managed Care.
- For help choosing, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

If you choose NC Medicaid Managed Care, you can choose your health plan

To learn about the plans and the services they offer:

- Go to ncmedicaidplans.gov
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588)
- Read the Health Plan Comparison Chart in the welcome packet mailed to you

To change your plan, go to ncmedicaidplans.gov or use the NC Medicaid Managed Care mobile app. Or call us at 1-833-870-5500 (TTY: 1-833-870-5588). You can change your plan at any time.

If you **change** your health plan before October 31, 2019, the new plan will start on November 1, 2019

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,

NC Medicaid Team